

QUARTERLY SERVICE QUALITY REPORT
SOUTH CAROLINA OPERATIONSCOMPANY NAME Fiatel, Inc
QUARTER / YEAR Dec / 2013

	MONTH: <u>Oct</u>	<u>Nov</u>	<u>Dec</u>
Number of Customer Access Lines	<u>17</u>	<u>21</u>	<u>23</u>
New Service Applications Held over 30 Days	<u>0</u>	<u>0</u>	<u>0</u>
Trouble Reports / Access Line (%)	<u>1</u>	<u>1</u>	<u>0</u>
Customer Out of Service Clearing Times (%)	<u>100</u>	<u>100</u>	<u>100</u>
New Installs and Re-Installs Completed w/in 5 Days (%)	<u>100</u>	<u>100</u>	<u>100</u>
Commitments Fulfilled (%)	<u>100</u>	<u>100</u>	<u>100</u>
Number of Lifeline Customers	<u>13</u>	<u>12</u>	<u>12</u>

Comments / Explanations: _____

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